RC WATT®

RC WATT is a trade name for InterHome Technologies, Inc. Registered: PA16477.

Founded 1997. We accept:

423 Wendel Rd., Irwin, PA 15642 | P: 800-980-9288 | F: 724-858-1299 | info@rcwatt.com | RCWATT.com

Maintenance Agreement: Air-Cooled Standby

Name:
Address:
City, State, Zip:
Referred By:

Please ensure complete and correct customer information.

Premise:
Phone:
Email:

OFFICE: Invoice entered (initials): ____ Svc App updated (initials): ____

Generator	Mfg:	Model:	Serial:	Valves Adjusted:	Battery: (Unknown Color)
XFSW	Amps:	Model:	Serial:	Tested:	Inspected:

You may mail payment, or call our office at 724-864-9288. Existing customers may pay online at service.RCWATT.com.

Benefits to Southwestern PA Clients:

- **Priority service** over Clients without a preventative maintenance agreement (*SilverGuard & Gold are Priority 1*);
- **25+ point generator inspection with each visit**; simulated outage, upon request;
- **10% off** standard trip and labor charges not prepaid under this agreement (valid until 60 days after last visit covered);
- **We provide site visits automatically,** without scheduling. *If scheduling required, additional charges may apply.*

Three Plans: Our **SilverGuard** (limited to eligible Generac products only) offers daily dealer monitoring via cellular hardware (may need installed at time of service*), MobileLink platform and one visit per year for the same price as the **Gold** plan which offers two visits per year. Both SilverGuard and Gold include a free battery replacement every 3 years if you prepay for 3 years or choose to auto-renew with a credit card with expiration date over 3 years. Our **Silver** plan meets the need for those who only want one visit per year and includes the 25+ point inspection along with the oil change.

Annual (1-yr) Maintenance Agreement		+ **PA 6%** sales tax	+ **Allegh. 1%** sales tax
☐ **SilverGuard** Plan [Cellular Monitoring* & One Visit: (oil+ & 25+)]	$429 + tax	☐ $454.74	☐ $459.03
☐ **Gold** Plan [Two visits: (oil+ & 25+) & (25+)]	$429 + tax	☐ $454.74	☐ $459.03
☐ **Silver** Plan [One visit: (oil+ & 25+)]:	$299 + tax	☐ $316.94	☐ $319.93

Plan Length: ☐ Auto-Renew (5% off) ☐ 1 Year ☐ 2 Years (5% off) ☐ 3 Years (5% off) **TOTAL:** $____

**We recommend SilverGuard for Generac products. Monthly payments of $39+tax, call our office for details. We will maintain/replace cellular hardware as needed for clients with a minimum of 1 year service commitment. If hardware needs installed a trip charge may apply if not performed at the time of onsite service.*

Recommended: Preauthorize additional services up to $200 per visit (details below)? YES NO

The preauthorize option allows us to automatically provide services that would else require a return trip and additional costs. It would require us to have your credit card on file or else have terms set up. ***Thank you for helping us to better serve you.***

Our 25+ point generator inspection checklist is based on items with an annual or less interval on the maintenance schedule of the manufacturer. The plans also include **annual "OFP" – the replacement of engine oil, oil filter, and spark plug(s)/air filter when/if needed**. Maintenance procedures not specified on the checklist are at additional cost. You should not need to be present when maintenance occurs; we will provide a maintenance record upon completion. We have keys to access all generators we install, which allows us to optimize service for geography and offer savings on our plans.

We offer these preventative Maintenance Agreement plans for your Unit subject to our Terms & Conditions (see reverse). Payment acknowledges Client acceptance.

25+ Point Inspection Checklist

Condition
☐ Unit level (± 1/2 in.)
☐ Reset maintenance on controller (if applicable)
☐ Updated firmware: _____ Generac only (if applicable)

Fuel
☐ Flexible lines and connectors
☐ NG / LP (_____%; 80% ≈ full)
☐ Fuel piping

Lubrication
☐ Oil level
☐ Crankcase breather hose
☐ Cap tight / Safety wire installed (if applicable)

Cooling and exhaust
☐ Air ducts and louvers
☐ Check for leakage
☐ Insulation in generator enclosure
☐ No apparent obstructions / combustibles

Engine and mounting
☐ Check for visible wear or damage
☐ Spark plugs replaced Y N
☐ Air filter replaced Y N

DC electrical system
☐ Remove corrosion; clean and dry battery
☐ Clean/tighten terminals; inspect boots
☐ Electrolyte level *(unsealed batteries only)*
☐ Load test battery
☐ Battery replaced Y N
☐ Battery charger operating Y N

AC electrical system *(readily accessible)*
☐ Control and power wiring connections
☐ Check for visible wear or damage, or rubbing of wires
☐ Cold weather gear: Y N
☐ VOLT: _____ V FREQ: _____ Hz

Transfer switch
☐ Accessible: Y N I_1: ____ A I_2: ____ A
☐ Inspected: Y N N/A
☐ Tested: Y N *(requires client approval)*

Immediately Before Departure
☐ MANUAL to run generator: _____ (tech initials)
☐ Place in AUTO position: _____ (tech initials)
☐ Leave breaker for power at generator ON
☐ Generator found/left locked: Y N
☐ get "PAID" (Photos, Address Issues, Document)

SAMPLE

Standard Pricing
Trip charge is $145 and includes the first 5 min onsite. For locations beyond 1⁄2 hr drive or 30 miles of our starting point (whichever is greater), charges for additional drive time may apply. Labor beyond the trip charge is $30/qtr hr (based on $120/hr and trip and labor charge pricing may change without notice). Because our maintenance plans are prepaid months before service is provided we can serve multiple clients in close proximity which reduces our costs. That is passed along in the discounted pricing. Requests for refunding of non-provided visits are available given that we will use non-discounted std trip, labor, and material charges for visits performed (e.g., air-cooled: 1⁄2 hr for SC, 3⁄4 hr for OFP visit).

Terms & Conditions
1. Non-emergency Service is subject to Company's normal operating hours (M – F, 8 a.m. – 4:30 p.m., excludes holidays) and service performed according to Company's availability in the area which may extend to approx. 1⁄2 hr before dark (30 min after sunset); 2. Client grants full and free access onto their property for Service of the Unit; 3. Company warrants its work to be free from defective workmanship for a period of ninety (90) days from the date of Service provided per Report and shall not under any circumstances be liable for any special, indirect, incidental or consequential damages arising directly or indirectly out of, or related in any way to, services provided; 3A. EXCEPT AS SPECIFICALLY SET FORTH, THE COMPANY MAKES NO WARRANTIES, EXPRESSED OR IMPLIED, AS TO ANY MATTER WHATSOEVER, INCLUDING WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, AND THERE ARE NO WARRANTIES OR REPRESENTATIONS WHICH EXTEND BEYOND THE FACE OF THIS DOCUMENT; 4. Client's exclusive remedy and Company's entire liability in contract, tort (including negligence) or otherwise for service or non-performance is to refund the charges received; 5. Company shall not be liable for any failure to keep the equipment in good working order especially when such failure is due to causes beyond its control including but not limited to, acts of God, acts of civil or military authority, priorities, strikes, labor disputes, floods, epidemics, war, riots, delays in transportations, or inability to obtain labor or materials. 5. Client is owner/authority for the equipment subject to this Agreement. 6. Client shall assume all responsibility for compliance with local laws, ordinances, or other regulations relating to the operations and use of the Unit. 7. This agreement is subject to the laws of Pennsylvania.